

Notice of References Cited	Application/Control No. 09/919,302	Applicant(s)/Patent Under Reexamination SARLAY ET AL.	
	Examiner Johnna R Stimpak	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-5,185,780	02-1993	Leggett, Ernest W.	379/265.08
	B	US-			
	C	US-			
	D	US-			
	E	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Mustang.com and Pipkins Join Forces in eService Workforce Management", Business Editors, Business Wire, New York: December 23, 1999. from Proquest
	V	"Pipkins Teams with Mustang.com To Enable Call Center Agents to Integrate Phone Call and E-mail Functions", Business Editors, Business Wire: New York: March 16, 2000. from Proquest
	W	"Workforce Management Software Roundup", from www.tmcnet.com, customer interaction solutions, April 2001
	X	Hollman, Lee. "Keeping On Schedule with Workforce Management Software", Call Center Magazine, San Francisco, April 2001, from Proquest

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.